

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re U.S. Patent Application of)
WILCOCK *et al.*)
Application Number: To be Assigned)
Filed Concurrently Herewith)
For: ESTABLISHMENT OF A DEFERRED NETWORK)
COMMUNICATION SESSION)

Honorable Commissioner for Patents
Washington, D.C. 20231

PRELIMINARY AMENDMENT

Sir:

Prior to an examination on the merits, please amend the above-captioned application as follows:

IN THE CLAIMS:

Please replace the below claim as follows:

5. (Amended.) A method according to claim 1, wherein the service system is triggered to select, where not already specifically identified, a second endpoint entity and to join the second endpoint entity with the intended communication session, by the first endpoint entity sending the session identifier to the service system in step (b).

6. (Amended.) A method according to claim 1, wherein a telephone number associated with the first endpoint entity and a time for the future communication between the first and second endpoint entities is stored at the service system along with

the session identifier, the service system being triggered at the indicated time to initiate a telephone call to the first endpoint entity.

7. (Amended.) A method according to claim 1, wherein a time for the future communication between the first and second endpoint entities is stored at the service system along with the session identifier, the service system being triggered at the indicated time to select, where not already specifically identified, a second endpoint entity and to join that second entity into the intended communication session.

9. (Amended.) A method according to claim 1, wherein the network resource is a website and in step (a) the first endpoint entity is passed said session identifier in association with a rendezvous web page the URI of which is bookmarked by the first endpoint entity, the first endpoint entity returning the session identifier to the service system in step (b) by using the bookmarked URI to request the rendezvous web page.

12. (Amended.) A method according to claim 1, wherein the network resource is a commercial website, the first endpoint entity being associated with an enquirer and the second endpoint entity is associated with a representative in a contact center.

13. (Amended.) A method according to claim 1, wherein the service system, in setting up a communication session for the first and second endpoint entities, creates a service-session functional entity which in the course of joining a said endpoint entity to the session, sends connection details of the transport mechanism associated with the communication session to the endpoint entity or its proxy, that endpoint entity or its proxy then using the connection details to connect itself to the transport mechanism.

15. (Amended.) A method according to claim 1, wherein the service system, in setting up a communication session for the first and second entities, creates a service-session functional entity that comprises a session instance with generic behaviour for adding and removing endpoint entities to the communication session and for recording the endpoint entities currently joined to the communication session, and an associated service instance with service-specific behaviour determining when the session instance is to add and remove endpoint entities.

16. (Amended.) A method according to claim 1, wherein the transport mechanism associated with a communication session provides multiple data transfer channels, for different media types, between endpoint systems joined to the communication session.

23. (Amended.) A method according to claim 13, wherein the service-session entity is created at the time the session identifier is sent to the first entity.

24. (Amended.) A method according to claim 13, wherein the service-session entity is created immediately prior to the joining of a first-to-be joined one of the first and second entities is joined to the session.

REMARKS

Applicants have amended the claims in order to remove the multiple dependencies contained therein and thereby reduce the basic filing fee. No new matter has been added to the application as a result of this amendment. For the convenience of the Office, a copy of the claims showing the amendments is attached hereto.

Prompt and favorable action on the merits of this application is earnestly solicited. Kindly direct any inquiries to the undersigned at the below-listed address and telephone number.

Respectfully submitted,



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on the availability of that second endpoint entity, this time being passed back ot the first endpoint entity in step (a).

4. A method according to claim 1, wherein the first endpoint entity indicates that it wishes
5 to communicate with a second endpoint entity in the future during the course of an existing
communication session with a second endpoint entity, the service system extracting data it
has about the existing communication session and storing it as context data for the intended
communication session in association with the session identifier it generates for that
session, this context data identifying the second endpoint entity whereby the same second
10 endpoint entity is joined with the first endpoint entity in the future communication session
as in the existing session.

5. A method according to ~~any one of the preceding claims~~ ^{claim 1}, wherein the service system is
15 triggered to select, where not already specifically identified, a second endpoint entity and to
join the second endpoint entity with the intended communication session, by the first
endpoint entity sending the session identifier to the service system in step (b).

6. A method according to ~~any one of claims 1 to 6~~ ^{claim 1}, wherein a telephone number associated
20 with the first endpoint entity and a time for the future communication between the first and
second endpoint entities is stored at the service system along with the session identifier,
the service system being triggered at the indicated time to initiate a telephone call to the
first endpoint entity.

7. A method according to ~~any one of claims 1 to 4~~ ^{claim 1}, wherein a time for the future
25 communication between the first and second endpoint entities is stored at the service
system along with the session identifier, the service system being triggered at the indicated
time to select, where not already specifically identified, a second endpoint entity and to join
that second entity into the intended communication session.

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8. A method according to claim 7, wherein a telephone number associated with the first
endpoint entity is stored at the service system along with the session identifier, the service

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system upon joining the second endpoint entity to the communication session, initiating a telephone call to the first endpoint entity from the joined second entity.

- 5 ~~9. A method according to any one of the preceding claims, wherein the network resource~~
is a website and in step (a) the first endpoint entity is passed said session identifier in
association with a rendezvous web page the URI of which is bookmarked by the first
endpoint entity, the first endpoint entity returning the session identifier to the service
system instep (b) by using the bookmarked URI to request the rendezvous web page.
- 10 10. A method according to claim 1, wherein the session identifier is passed to the first
endpoint entity in a cookie associated with the rendezvous web page, this cookie being
automatically stored at the first endpoint entity.

- 15 11. A method according to claim 9, wherein the session identifier is passed to the first
endpoint entity in a query string of the URI of the rendezvous web page.

- 20 12. A method according to claim 1 ~~any one of the preceding claims~~, wherein the network resource
is a commercial website, the first endpoint entity being associated with an enquirer and the
second endpoint entity is associated with a representative in a contact center.

- 25 13. A method according to claim 1 ~~any one of the preceding claims~~, wherein the service system, in
setting up a communication session for the first and second endpoint entities, creates a
service-session functional entity which in the course of joining a said endpoint entity to the
session, sends connection details of the transport mechanism associated with the
communication session to the endpoint entity or its proxy, that endpoint entity or its proxy
then using the connection details to connect itself to the transport mechanism.

- 30 14. A method according to claim 13, wherein the service-session functional entity
comprises a session instance with generic behaviour for adding and removing endpoint
entities to the communication session and for recording the endpoint entities currently
joined to the communication session, and an associated service instance with service-

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specific behaviour determining when the session instance is to add and remove endpoint entities.

15. A method according to ^{claim 1}~~any one of claims 1 to 12~~, wherein the service system, in setting up a communication session for the first and second entities, creates a service-session functional entity that comprises a session instance with generic behaviour for adding and removing endpoint entities to the communication session and for recording the endpoint entities currently joined to the communication session, and an associated service instance with service-specific behaviour determining when the session instance is to add and remove endpoint entities.

16. A method according to ^{claim 1}~~any one of the preceding claims~~, wherein the transport mechanism associated with a communication session provides multiple data transfer channels, for different media types, between endpoint systems joined to the communication session.

17. A method according to claim 16, wherein the endpoint systems include web browser functionality and the service system provides functionality, and the transport mechanism provides channels, for at least two of the following:

- text chat ;
- follow-me page-push;
- packetized voice.

18. A method according to claim 13, wherein the transport mechanism associated with a communication session provides multiple data transfer channels, for different media types, between endpoint systems joined to the communication session, the connection details passed to a said endpoint system or its proxy comprising details of the media channels associated with the communication session, and the endpoint system or its proxy using these details to establish corresponding media channel connections to the transport mechanism.

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19. A method according to claim 13, wherein the state of connection of a said endpoint entity to the transport mechanism is signalled to the session-service functional entity by leg messages passed between a leg controller of the endpoint system or its proxy and a corresponding leg controller of the service-session functional entity.

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20. A method according to claim 13, wherein the second endpoint entity or its proxy already has connection functionality for joining and participating in a communication session, the service-session functional entity of the communication session to which the endpoint entity is to be joined inviting this entity into the session by sending said connection details to the connection functionality of the entity or its proxy.

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21. A method according to claim 13, wherein the service-session functional entity, in joining the first endpoint entity into the communication session, sends the latter both connection functionality for joining and participating in a communication session, and said connection details.

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22. A method according to claim 21, wherein the connection details and functionality are sent in association with a web page served by the service system.

20 23. A method according to ^{claim 13} ~~any one of claims 13 to 15~~, wherein the service-session entity is created at the time the session identifier is sent to the first entity.

24. A method according to ^{claim 13} ~~any one of claims 13 to 15~~, wherein the service-session entity is created immediately prior to the joining of a first-to-be joined one of the first and second entities is joined to the session.

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25. Apparatus comprising:

- a network resource which is accessible to a first endpoint entity over a network;
- session means for setting up a communication session with an associated transport mechanism allowing the exchange of data across the network between endpoint entities joined to the session;

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